



National Consumer Protection Week

STEERING COMMITTEE MEMBERS

The National Association of Consumer Agency Administrators is a Washington, D.C. based non-profit association for government consumer protection agency administrators. It can be reached by phone at 202-347-7395, by mail at: NACAA, 1010 Vermont Avenue, NW, Washington, DC 20005, or online at www.nacaanet.org. NACAA's Internet site has a section that "walks" consumers through the complaint process, with generic advice about how to approach a company they've had problems with and listing corporate contact information, a sample consumer complaint letter and a list of consumer agencies nationwide, with links to those that take complaints online.

The Federal Trade Commission is the nation's consumer protection champion, providing consumers the information they need to spot and avoid fraud and deception in the marketplace. Consumers can request information or file a complaint by phone toll-free at 1-877-FTC-HELP (382-4357), on the Internet at www.ftc.gov or by mail at: FTC, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

AARP is a nonprofit association dedicated to enriching the experience of aging for its members and all Americans. It can be reached by phone toll-free at 1-800-424-3410, on the Internet at www.aarp.org or by mail at: AARP, 601 E Street NW, Washington, DC 20049.

The National Consumers League is a private, nonprofit advocacy group that represents consumers on marketplace and workplace issues. It can be reached by phone at 202-835-3323, on the Internet at www.natlconsumersleague.org or by mail at: NCL, 1701 K Street, NW, Suite 1200, Washington, DC 20006. To report telemarketing or Internet fraud through NCL's fraud programs, call 1-800-876-7060 or go to www.fraud.org.

The Consumer Federation of America Foundation is a private, nonprofit research and education organization that assists state and local organizations, provides information to the public on consumer issues and conducts consumer research projects. It can be reached by phone at 202-265-7989, on the Internet at www.stateandlocal.org or by mail at: CFAF, 1424 16th Street, NW, Suite 604, Washington, DC 20036.

The U.S. Postal Service is the federal organization that provides mail processing and delivery services to individuals and businesses within the United States. It can be reached at 202-268-2000, on the Internet at www.usps.gov or by mail at: U.S. Postal Service, 475 L'Enfant Plaza, SW, Washington, DC 20260.

The U.S. Postal Inspection Service is the law enforcement and audit arm of the U.S. Postal Service that investigates and seeks to prevent misuse of the nation's postal system. It can be reached by phone toll-free at 1-800-654-8896, on the Internet at www.usps.gov or by mail at: U.S. Postal Inspection Service, 475 L'Enfant Plaza, SW, Washington, DC 20260.

The National Association of Attorneys General is an association dedicated to increasing the interaction among and enhancing the performance of Attorneys General. State Attorneys General are the chief legal officers of their state, commonwealth or territory and the chief legal representative of the public interest for all their citizens. The National Association of Attorneys General can be reached by phone at 202-326-6000, on the Internet at www.naag.org or by mail at: NAAG, 750 First Street, NE, Suite 1100, Washington, DC 20002.

The Department of Justice is the federal agency that enforces U.S. laws that, among other things, safeguard consumers. It can be reached by phone at 202-514-2000, on the Internet at www.usdoj.gov or by mail at: U.S. Department of Justice, 950 Pennsylvania Avenue, NW, Washington, DC 20530.
